

City of Morrow

Job Description

JOB TITLE: *Senior Administrative Assistant*

STATUS/GRADE: *Non-Exempt/16*

DEPARTMENT: *All*

JOB SUMMARY: Under the general supervision of a City Hall Manager/Department Head, this position performs a variety of routine and complex, responsible and confidential administrative duties requiring a thorough knowledge of organizational procedures, policies and precedents.

MAJOR/ESSENTIAL DUTIES:

- *Handles visitors, customers, and co-workers inquiries in-person and through telephone communication.*
- *Schedules meetings and performs follow-up on schedules and other deadlines to ensure compliance.*
- *Handles confidential information and informs leadership of all breach of confidences.*
- *Informs visitors, customers, and co-workers on procedures, policies, and precedents for assigned area of responsibility.*
- *Researches, complies and analyzes data and prepares reports as needed for assigned area of responsibility.*
- *Prepares written correspondence concerning area of responsibility as needed for assigned area of responsibility.*
- *Documents transaction entries and maintains appropriate computer database and other confidential computer programs.*
- *Accurately handles cash transactions in accordance to City policies and procedures.*
- *Makes copies, sends faxes, and operates all modern office equipment needed to perform duties assigned.*
- *Must be able to work overtime.*
- *Other assigned duties as needed.*

KNOWLEDGE/SKILLS REQUIRED BY THE POSITION:

- *Modern Office methods and procedures*
- *WORD, EXCEL and general office equipment and filing systems.*
- *Correct English usage, grammar, spelling and punctuation.*
- *Report writing techniques.*

- *Ability to learn, interpret and apply City of Morrow policies, Ordinances, rules and regulations.*
- *Ability to communicate all City of Morrow policies, Ordinances, rules and regulations to citizens, business owners, and the general public.*
- *Ability to perform administrative clerical work requiring independent judgment with speed and accuracy.*
- *Must be able to type and create reports with reasonable speed and accuracy.*
- *Must courteously answer questions in person and over the telephone.*
- *Must be able to communicate effectively with all segments of the community and City of Morrow management and staff.*
- *Must be able to compose inter-office and customer correspondence.*
- *Must be able to maintain confidential information.*
- *Must be able to follow instruction as given by immediate supervisor.*

SUPERVISORY CONTROLS: *This position is under the direct supervision of City leadership. This position may report directly or indirectly to the City Manager, or any Department Manager/Director.*

GUIDELINES: *This position uses a variety of guidelines including City policies and procedures, precedents, City Charter, laws, general accounting, and other routine and complex rules and regulations.*

COMPLEXITY: *The duties of this position range from routine to complex in nature. This position must be able to review data and make determinations on the appropriate actions based on the guidelines available. This position must be able to make determinations using independent judgment quickly and accurately. This position must be able to maintain confidentiality of conversations and data at all times.*

SCOPE AND EFFECT: *Requires the ability to compare and/or judge the readily observable, functional, financial, structural, or compositional characteristics of data, people, or things.*

PERSONAL CONTACTS: *Typically contacts will be the Public, local business owners/Managers, City residents, and City Staff.*

PURPOSE OF CONTACTS: *This position must be able to deal with contacts for the purpose of giving and receiving information, and payment of services.*

PHYSICAL DEMANDS: *This work is typically performed while sitting at a desk with intermittent standing, walking, bending, talking on the phone, carrying up to 40 lbs, reaching, and climbing stairs.*

WORK ENVIRONMENT: *While this work is typically performed indoors in an office environment. Some exposure to hot, cold or inclement weather may be experienced when assignments or duties require travel or work outside of the office (field).*

SUPERVISORY RESPONSIBILITIES: *None*

MINIMUM QUALIFICATIONS:

- *High School diploma or equivalent.*
- *Three (3) years minimum of progressively responsible experience in a business office.*
- *Three (3) years minimum experience handling customers in an office or retail environment.*
- *Ability to perform all essential duties.*
- *Valid Georgia driver's license.*
- *Acceptable Motor Vehicle Report (3 year).*

PREFERRED QUALIFICATIONS:

- *Bi-Lingual – Spanish or Vietnamese*